

# What is Paylution<sup>®</sup>?

Paylution (www.paylution.com) is an easy-to-use, secure, global online Pay Portal dedicated to your organization and its associates.

Paylution allows you to receive payments electronically and transfer them quickly and efficiently into your bank account or onto a Paylution Visa Prepaid Card (where available).

Home > FAQ > Contact	> Logout			Select Langu	age 💌
count Balance:	Transactio	n History		C\$365650050	
\$0.00 🏶 £114.35			-		
)€7.50 🎯 A\$0.00	From	Dec 💌 11 💌 2010 💌	Type	All Types 🗾	
• • •	То	Jan 💌 11 💌 2011 💌	Currency	All Currencies 💌	
y Wallet				View	
ummary	Date	Description	Debit	Credit	
ansactions »	Jan 7, 2011	Account Load		USD \$100.00	
rofile allet Tools	Jan 7, 2011	Monthly Account Fee - January 2011	USD \$1.00		
ashOut	lan 11, 2011	Cashout - Bank Account	USD \$21.00		
utomated CashOut	'	Foreign Exchange	USD \$10.00		
oreian Exchange		Foreign Exchange		EUR €7.50	
	,	Cashout - Bank Account	USD \$11.00		
		Foreign Exchange	USD \$28.30		
	Jan 11, 2011	Foreign Exchange		AUD A\$42.00	
	Jan 11, 2011	Cashout - Bank Account	AUD A\$42.00		
	Jan 11, 2011	Account Load		GBP £150.00	
	Jan 11, 2011	Foreign Exchange	GBP £35.65		
	Jan 11, 2011	Foreign Exchange		USD \$47.30	
	Jan 11, 2011	Cashout - Bank Account	USD \$76.00		
	Export To Se	lectType  Download		Print	

## **Getting Started**

Your organization will automatically create your Pay Portal account for you.

Once your Pay Portal account has been created, an activation email will be sent to your email address from **notifications@paylution.com**. This email notification will contain instructions on how to activate your account.

If you do not receive the notification email or need to request a new activation email, go to **www.paylution.com**, click the "**Forgot Password**" button, and enter your email address. A new activation email will be sent to you.

#### **Frequently Asked Questions**

For answers to frequently asked questions about Paylution, visit **www.paylution.com/faqs.jsp** 

#### **Benefits**

- A secure and convenient way to receive payments -- online!
- Quickly transfer funds to any bank in your country!
- Access funds via your Paylution Visa Prepaid Card!
- Instant email notifications of payments to your Pay Portal!
- Review payment history & download into Microsoft Excel!

## **Customer Support**

**Live telephone support** is available Monday-Friday, 8am-5pm PST.

- North America (toll free): 1-877-546-8220
- Australia (toll free): 1-800-110-134
- New Zealand (toll free): 0800-444011
- Hong Kong (toll free): 852-317-09552
- Taiwan (toll free): 0080-114-8916
- Singapore (toll free): 1-800-130-1762
- Mexico (toll free): 01-800-681-1521
- Local: (+1) 604-482-0090

Email Support is available by emailing support@paylution.com.



#### www.paylution.com

#### **Receiving Payments**

Your payments will automatically be credited to your Pay Portal account. Once funds have been credited to your account, you will receive an email notification from **notifications@paylution.com** letting you know this has taken place.Once you receive funds, you can easily transfer them to any financial institution in your country by following the steps outlined in the section "**Cashing Out**".

Or, if you have already requested and received a Paylution Visa Prepaid Card, you can transfer funds onto your card using the **Prepaid Card** tools in your Pay Portal. You can then use your card anywhere that Visa is accepted!

#### Below is an example of the payment notification email you will receive:

Dear [your name],

[Your organization] has loaded USD \$5.00 to your Pay Portal at [date and time]

Message from the sender is:

[Your organization's personal note to you about this credit].

Please log in to your Pay Portal at your earliest convenience and use the Cashout tool to transfer the funds to your bank account. If you have set up Automated Cashout, your cashout will be performed automatically according to your settings

Thank you for using Paylution. https://www.paylution.com

#### **Cashing Out**

The Cashout function is used to transfer funds to financial institutions in supported countries.

#### 1. Click Cashout.

2. Select whether you would like to make a one-time Cashout or set up an automated Cashout, then click **Continue**.

3. If you are transferring to a new account, enter the required account information. Please carefully verify that your banking information is correct, as incorrect information may cause significant delays to your transfer.

4. If you are performing a one-time Cashout, enter the **Amount** to transfer. Enter any personal notes you would like to store on your receipt (for your records only) and click **Continue**.

5. If currency conversion is required to complete the transaction, currency conversion details will be displayed.

6. Verify the information and click Confirm.

7. Funds will be transferred to your bank account within 1-2 business days.



#### Set up "Auto CashOut"

The easiest way to manage your payments is to set up an Auto Cashout. Just click Cashout in your account menu, then select "Add Auto Cashouts" under Option 2.

Auto Cashout lets you transfer a percentage of your incoming funds to up to three saved cashout destinations automatically, one of which may be your Paylution Visa Prepaid Card. For example, you could have 60% of your funds transferred to your prepaid card, 20% to Bank Account A, and 20% to Bank Account B. You can also choose between a daily or a monthly frequency for your Auto Cashouts. It's really that simple -- just set it and forget it!



### Introducing the Paylution<sup>®</sup> Visa<sup>®</sup> Prepaid Card

The optional Paylution Visa Prepaid Card extends your Paylution Pay Portal's reach, giving you greater flexibility for the use of your funds.

Funds can be transferred from your Pay Portal to your prepaid card instantly – then use your card to shop or withdraw cash anywhere Visa debit cards are accepted, anywhere in the world!



#### How do I obtain a Paylution Visa Prepaid Card?

To receive your Paylution Visa Prepaid Card, select the "Request Card" button in your Pay Portal account and complete the online form with the required information. If the Paylution Visa Prepaid Card is available for your country and your program, a "Request Card" button will be displayed in your Pay Portal. Click on this button, complete the request form with all required information, and submit your request. Please allow 7-10 days for your card to arrive in the mail. Once it does, log into your Pay Portal and click on the "Activate Card" icon to accept the Cardholder Agreement and create a secret PIN number for your card.

Once you have activated your card, you can then use the Prepaid Card tool in your Pay Portal to transfer funds from your available Pay Portal balance onto the card. The funds are then immediately available for shopping or for cash withdrawals from an ATM machine, anywhere Visa debit cards are accepted at home or abroad, in-store or online!

**Obtaining Your Card:** The USA PATRIOT Act is a federal law that requires all financial institutions to obtain, verify, and record information that identifies each person who opens a Card Account.

What this means for you: When you open a Card Account, we will ask for your name, address, date of birth, and other information that will allow us to reasonably identify you. We may also ask to see your driver's license or other identifying documents at any time.

**Please note:** Only one card can be issued per Pay Portal, and your card can only be issued in your name (not that of your business).

If your card is lost or stolen, please contact Cardholder Services toll-free at 1-877-546-8220 24 hours a day, 7 days a week to report it. A new card can then be issued for you at a cost of \$6.95.

# Where can I learn more about the Paylution Visa Prepaid Card?

To find out more about the Paylution Visa Prepaid Card, please visit **www.paylution.com/faqs.jsp** and take a look at the frequently asked questions.

The Paylution Visa Prepaid Card is issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC.

#### What are the card fees?

Description	Fee (USD)
Activation Fee	\$ 1.95
Domestic ATM Withdrawal Fee	\$ 1.50 (per transaction)
International ATM Withdrawal Fee	\$ 3.50 (per transaction)
Balance transfer to Card	Free
ATM Balance Inquiry Fee	(2) Free per month; each additional \$ 0.25
ATM Decline Transaction Fee	(2) Free per month; each additional \$ 0.25
Signature or PIN Purchase Transaction Fee	Free
Customer Service Live Agent Fee	Free
Service Fee <sup>(1)</sup>	\$ 5.00
Replacement Card Fee	\$ 6.95 (per request to replace a Card for any reason)
Card Account Liquidation Fee	\$ 15.00 (charged if a check is issued for funds on your Card Ac- count)
Expedited Replacement Card Fee:	\$ 30.00 (per request to replace a Card for any reason, in an expedited time frame)

1. Service Fee assessed if no Card transactions or loads have occurred onto a Card for a period of one hundred eighty (180) consecutive days.